

**Local Agency Formula Warehouse Process****A. PURPOSE OF PROCEDURE:**

The following is a standardized process for local agency staff needing to order an exempt infant formula and/or medical nutritional product that is unavailable, or otherwise difficult to obtain, through a retailer, including special purpose vendors, with a reasonable distance.

**SCOPE OF THE PROCEDURE:**

This procedure provides the steps for local agency staff to follow the first time they need to order an exempt infant formula or medical nutritional product through the formula warehouse on a participant's behalf. The state nutrition consultant will provide guidance for how to handle subsequent months.

**B. GENERAL PROCEDURE:**

The specific steps below should be followed when it is first identified that an exempt infant formula or medical nutritional is hard to obtain or not available through a special purpose vendor in the participant's area.

**Step    ACTION**

1	Contact your State WIC Nutrition Consultant. They will help you determine and confirm whether the product in question is one that should be ordered through the "Formula Warehouse" (a specific WIC approved special purpose vendor). <ul style="list-style-type: none"> <li>• If it is determined that this is not the route to go, additional guidance will be provided.</li> <li>• If it is determined that this is the route to go, then proceed with the remaining steps.</li> </ul>
2	Provide the State office staff with the participant's FID, EU number, participant's first name, PAN, product name and flavor (if applicable,) form, size, quantity needed and agency or clinic address for shipping.
3	Create the appropriate food package and issue the benefits to the eWIC card.
4	Document in the participant's record that the product is being ordered through the formula warehouse.
5*	Instruct the participant that they are not to try and purchase the product anywhere, that the product will be ordered and shipped to the local WIC agency and that WIC staff will be contacting them to make arrangements for pick up once it arrives.
6*	Once the local agency receives the formula, inspect it to ensure that the correct formula has been delivered, the product is not expired, and the packaging/containers have not been opened, damaged and/or tampered with.

7*	Notify the participant and make arrangements for the formula to be picked up at the local agency or local agency clinic location. (In the meantime, ensure the formula is stored in a safe and secure manner.)
8*	Once the participant picks up the formula, document in the care plan the participant has received the formula.
9	Going forward, follow your local agency's normal policy and protocol for participant scheduling and benefit issuance.
10	What works best for communication about subsequent orders may vary based on agency and/or consultant. Your consultant will let you know how they would like to handle them, however it will be very important that you notify your nutrition consultant if the participant is no longer in need of the formula or of any other changes associated with the order. (Note: benefits must be issued to the eWIC card in order for state staff to place the order.)

\*These steps should be repeated monthly as long as the formula/nutritional is being ordered through the formula warehouse.